## **TABLE OF CONTENTS**

EXECUTIVE SUMMARY1
INTRODUCTION11
Background and Perspective11
Scope and Methodology11
Compliance and Follow-Up
OFFICE OF THE FEMS CHIEF
Response Units Do Not Meet Some Response Time Standards 15
Response Units Arrive on Scene Quickly After Dispatch
FEMS Does Not Measure All Response Time Intervals
Some Residents Abuse 911 Call System
Despite Reports Outlining Deficiencies, Problems Remain
COMMUNICATIONS DIVISION
Call Center Does Not Meet Time Standards When Processing Calls 27 No Policies, Procedures for Daily Operations
EMERGENCY MEDICAL SERVICES BUREAU
EMS Field Operations Division34
Inadequate Number of Paramedics Prevents Timely Responses 34
Paramedics Provide Medical Care Without Current Certifications 36
No Process to Monitor Basic EMT Field Performance45
Method of Monitoring En Route Time is Inefficient
Medical Equipment Repair Unit49
Lack of Accountability Can Lead to Theft
Employees Lack Resources to Make Repairs51

## **TABLE OF CONTENTS**

## EMERGENCY MEDICAL SERVICES TRAINING ACADEMY

Academy Does Not Receive Information on New Streets	55
Field Providers Say Instruction is Not Adequate	